



Telligen Quality Innovation Network – Quality Improvement Organization

Iowa Kickoff Webinar

12/03/2014

Agenda Overview

- Introduction to QIN QIO staff
- Share QIO Program Successes – 2011-2014
- Review Changes to the QIO Program
- Provide an Overview of New Strategic Initiatives – 2014-2019

Telligen QIN QIO

- **Telligen:** Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Colorado, Illinois and Iowa



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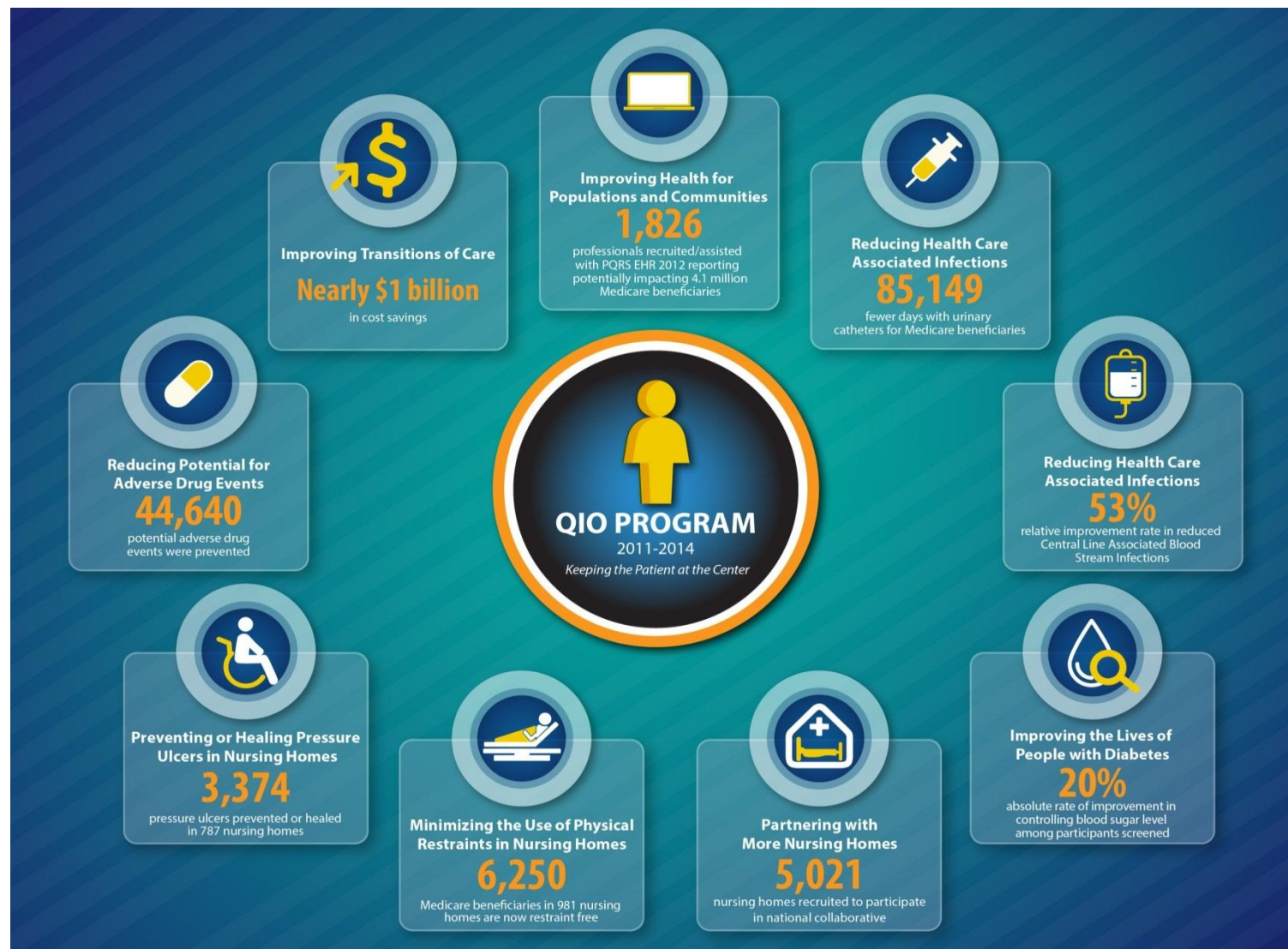
The QIO Program's Approach to Clinical Quality



Goals

- Make care safer
- Strengthen person and family engagement
- Promote effective communication and coordination of care
- Promote effective prevention and treatment
- Promote best practices for healthy living
- Make care more affordable

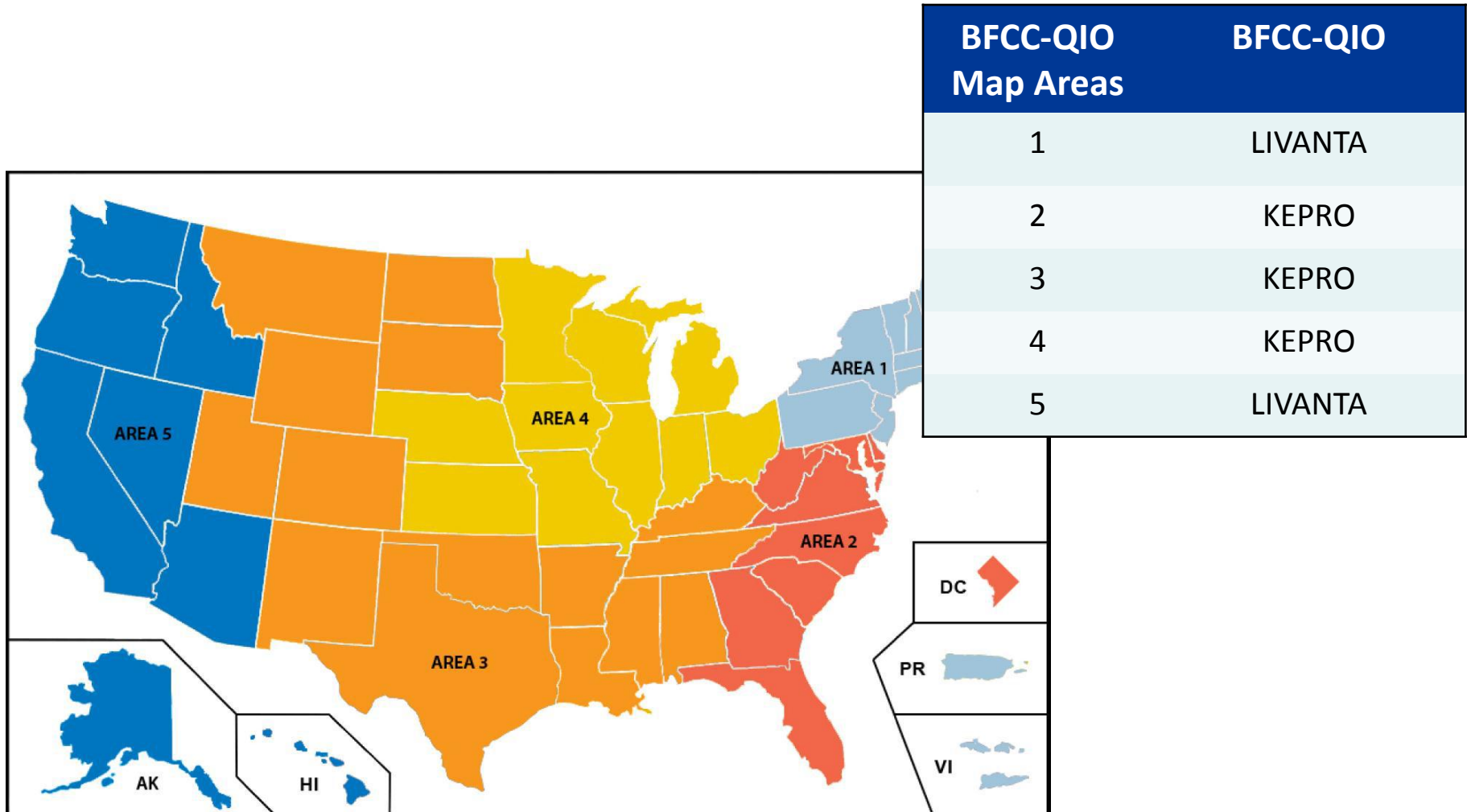
QIO Program Successes 2011 – 2014



Changes to the QIO Program

- CMS separated medical case review from quality improvement work creating two separate structures:
 - Medical case review to be performed by Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs)
 - Quality improvement and technical assistance to be performed by Quality Innovation Network-Quality Improvement Organizations (QIN-QIOs)
 - Both types of contracts cannot be held by the same organization
- Quality Data Reporting Support restructured
- Contract cycle extended from 3 to 5 years
- Regionalized approach for both QIN-QIOs and BFCC-QIOs

BFCC-QIO Map



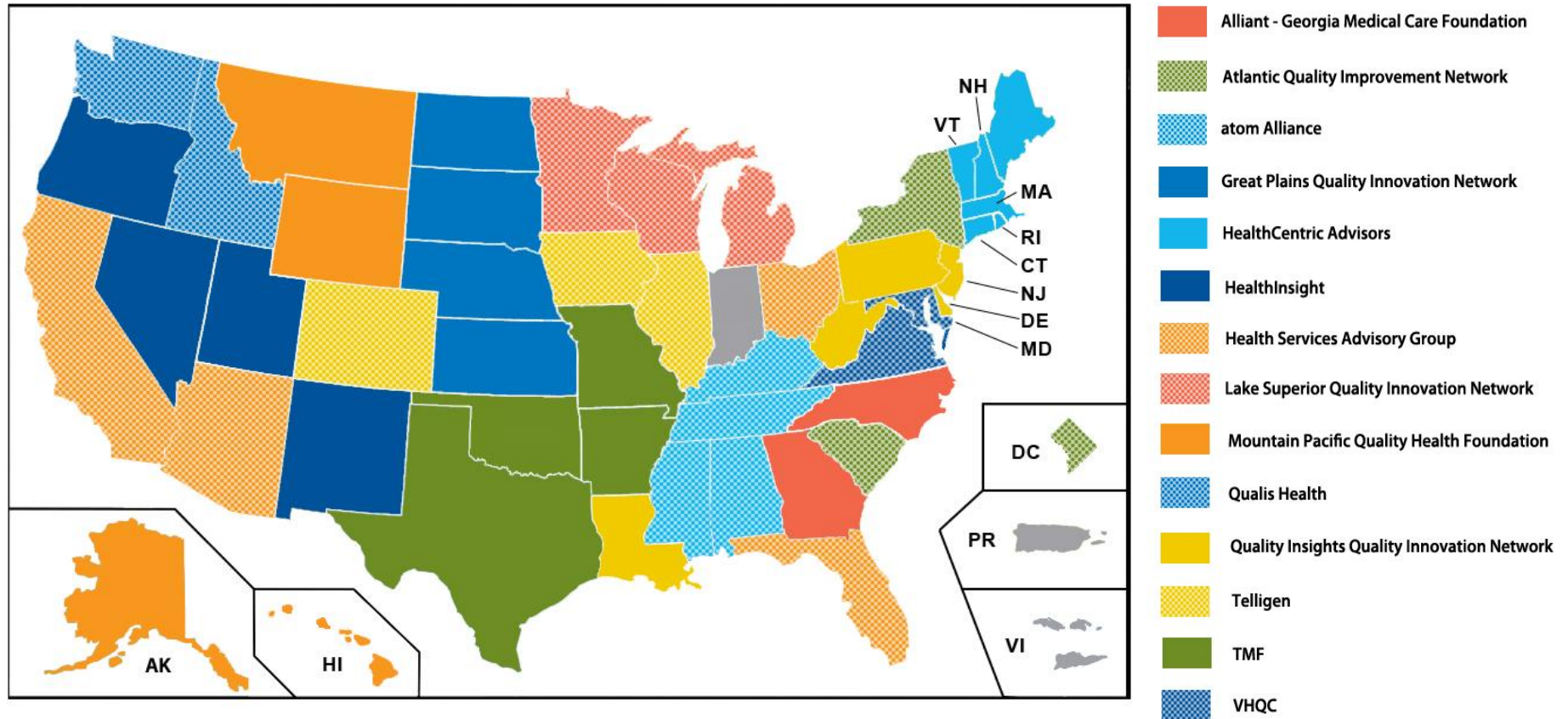
BFCC QIO Important Contacts

Area	Address	Toll-Free Number	Fax Number
Livanta			
1	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	866-815-5440	Appeals: 855-236-2423 All other reviews 844-420-6671
5	Livanta BFCC-QIO Program 9090 Junction Drive, Suite 10 Annapolis Junction, MD 20701	877-588-1123	Appeals: 855-694-2929 All other reviews 844-420-6672
KEPRO			
2	5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	844-455-8708	844-834-7129
3	5700 Lombardo Center Dr., Suite 100 Seven Hills, OH 44131	844-430-9504	844-878-7921
4	5201 W. Kennedy Blvd., Suite 900 Tampa, FL 33609	855-408-8557	844-834-7130

Quality Data Reporting Support

- CMS restructured Quality Data Reporting Technical Support
- Florida Medical Quality Assurance, INC (FMQAI) now provides support nationwide for:
 - Inpatient Quality Reporting
 - Outpatient Quality Reporting
- 1-844-472-4477 or 1-866-800-8765

QIN-QIO Map



**Indiana, Puerto Rico and Virgin Islands awards have not yet been determined.*

Quality Innovation Network (QIN) QIOs – What will they Do?

Four key roles permeate all QIN work:

- Champion local-level, results-oriented change
 - Data driven
 - Active engagement of patients and other partners
 - Proactive, intentional innovation and spread of best practices that “stick”
- Facilitate learning and action networks
 - Creating an “all teach, all learn” environment
 - Placing impetus for improvement at the bedside level – e.g. hand washing
- Teach and advise as technical experts
 - Consultation and education
 - The management of knowledge so learning is never lost
- Communicate effectively
 - Optimal learning, patient activation, and sustained behavior change

QIN-QIO Strategic Initiatives

- **Improve Cardiac Health**
- **Improve Diabetes Care**
- **Meaningful Use of HIT**
- **Reduce Healthcare-Associated Infections**
- **Reduce Healthcare-Acquired Conditions**
- **Improve Care Coordination**
- **Quality Reporting & Value-Based Incentives**

Improve Cardiac Health



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Improve Cardiac Health

- Partners:
 - Beneficiaries and Families, Partners and Stakeholders, Providers, Practitioners, Clinics, Home Health Agencies, Federally Qualified Health Centers
- Our Shared Goals:
 - Align with Million Hearts Initiative to prevent one million heart attacks and strokes
 - Improve ABCS
 - Reduce disparities

Improve Cardiac Health

- Assistance with...
 - Use of Best Practice Intervention Packages
 - Reporting on CV Data Registry
 - ABCS, Million Hearts, Patient Engagement
 - VBPM/PQRS Measures and Reporting
 - Blood Pressure Control and Tobacco Screening/Cessation

Improve Diabetes Care



Amy Fletcher

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Improve Diabetes Care

- **Partners:**
 - Beneficiaries and Families, Practitioners, Clinics, Educational Agencies, Community Health Workers, Certified Diabetes Educators
- **Our Shared Goals:**
 - Help eliminate diabetes health disparities
 - Increase opportunities for diabetes self-management education among underserved populations with diabetes
 - Improve quality of life for diabetics

Improve Diabetes Care

- Assistance with...
 - Train-the Trainer Program for Diabetes Educators
 - Development of Statewide Training Sites
 - Tracking Amputation Rates
 - PQRS Measures like HbA1c, Lipids, Eye Exam, Blood Pressure, Weight, Foot Exams

Improve Meaningful Use of HIT



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Improve Meaningful Use of HIT

- **Partners:**
 - Providers, Hospitals, including Critical Access, Federally Qualified Health Centers, Medical Homes
- **Our Shared Goals:**
 - Collaborate with Regional Extension Centers to assist providers and hospitals with meaningful use criteria
 - Increase screening and delivery of preventative services for beneficiaries

Improve Meaningful Use of HIT

- Assistance with...
 - Educational Resources Related to Benefits of HIT
 - Best Practices for Patient Engagement and Self-Care Management
 - Collecting, Tracking, Reporting Data via CEHRT

Reduce Healthcare Associated Infections



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Reduce Healthcare Associated Infections

- Partners:
 - Hospitals
- Our Shared Goals:
 - Implement data driven improvement efforts and reduce HAI rates
 - Safer, healthier beneficiaries

Reduce Healthcare Associated Infections

- Assistance with...
 - Comparison Data: Unit Specific, Facility, State and National Data
 - Tracking of HAIs in Multiple Settings
 - Prevention Best Practices, NHSN Database, and Quality Improvement Tools
 - Monitoring of NHSN HAI data

Reducing Healthcare-Acquired Conditions in Nursing Homes



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Reducing Healthcare-Acquired Conditions in Nursing Homes

- **Partners:**
 - Nursing Homes with One to Five Stars, Peer Coaches from Nursing Homes and Long Term Care Community, Residents & Families
- **Our Shared Goals:**
 - Reduce HACs and antipsychotic use in nursing homes
 - Safer, happier nursing home residents

Reducing Healthcare-Acquired Conditions in Nursing Homes

- Assistance with...
 - QAPI
 - Consistent Assignment and Staff Stability
 - Communications and Leadership
 - Composite Scores and Five Star Rating
 - Quality of Life Indicators
 - Antipsychotic Reduction
 - Avoidable Readmissions
 - Falls/Mobility
 - Immunizations
 - HAIs/HACs

Improve Care Coordination



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Improve Care Coordination

- **Partners:**
 - Pharmacies & Pharmacists, Beneficiaries & Families, Post Acute Care Providers, Hospitals, Community Providers & Organizations
- **Our Shared Goals:**
 - Foster community coalitions of patients, caregivers and clinical teams to improve the quality of patients' transitions between health care settings and reduce avoidable hospital readmissions and adverse drug events

Improve Care Coordination

- Assistance with...
 - Evidence-Based Tools & Resources
 - Using Data to Drive Change
 - Identifying Root Causes of Readmissions
 - Implementing and Monitoring of Interventions
 - Community Developed Logic Models
 - Community Organizing and Relationship Building

Quality Reporting and Value-Based Incentives



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Quality Reporting and Value-Based Incentives

- **Partners:**
 - All Hospitals, Ambulatory Surgical Centers, Inpatient Psychiatric Facilities, Physicians, Other Practitioners
- **Our Shared Goals:**
 - Support all venues of healthcare in improving outcomes and lowering costs

Quality Reporting and Value-Based Incentives

- Assistance with...
 - Quality Improvement Tools & Techniques
 - PQRS Reporting
 - QRUR Reports
 - Value-Based Modifier and Hospital Value-Based Purchasing Programs
 - Meaningful Use

Program Support



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Will you join us?

- **Learning and Action Network Needs Assessment**
 - Areas of Interest
- **Provider Participation Agreements**
 - Share with health care providers
- **Additional Resources**
 - www.telligenqio.org